

Yan Cheung – Change Management Specialist

20+ years Strategy, Transformation, Finance and Leadership



Yan is an accomplished Transformation Program Manager and Project Manager at Bank of NY Mellon, Deutsche Bank and Citigroup.

Pivotal in end-to-end review of process deficiencies, quick turnaround solutions execution & process optimization.

Yan has had leadership and hands-on change management roles driving large scale banking digital transformations, and enterprise-wide operations and business transformations

Highlights

- 20+ years in Banking Strategy, Transformation, Program and Project Management, Financial and Performance Management in major global financial institutions.
- Led cross functional teams and created a high performing PMO to drive Enterprise Transformation Strategies for Bank of NY Mellon to achieve \$1.5B incremental pretax income target in 4 years.
- Adept in change management and stakeholder management. Communicated, coordinated and collaborated with all levels crossing all businesses and functions to align strategic goals and stakeholders' interests, to ensure project delivery and financial outcomes meeting or exceeding target
- Adopted Design Thinking, Waterfall and Agile iterative development process in resolving complex issues and transformation projects.

Professional Experience

- Transformation Strategy: Developed and implemented Transformation program frameworks and roadmap, automated and streamlined project management processes, tightened and enforced governance & controls to enable success in Transformation Strategies that yielded \$1.5B incremental Pretax income.
- Executed turnaround strategies to rectify external reputation by adapting Critical Thinking skills for root cause analysis, improving Transformation projects data accuracy and analytics, developing executive Strategies summary with success stories, transparency, revenue and expense drivers for board presentation and earnings release. Company share price up 63% in 4 years.
- Success in implementing change management strategy to ensure employee engagement and commitment for all stakeholders. Making culture shift through Enterprise and Business Town Hall meetings and sponsorship from all C-suites senior managers. Informing change, increasing awareness, aligning stakeholders interests and obtaining buy-ins through roadshow presentation, training, explanation of current challenges, agreeing on objectives that aligned well with company strategic goals and resulting individual benefits.
- Assessed change impact, created and executed communication plan, provided training and coaching to provide guidance and managerial support for compliance, resistance management, recognition and reward success.

Expertise

Strategy Development:

- Change Management
- Program/Project Management
- Cross Functional Collaboration
- Leadership
- Problem Solving
- Relationship Management
- Customer focus
- Process Improvement

Financial Services:

- Retail / Institutional
- Investment Bank – Credit Products
- Global Markets / Capital Market

Professional Development:

- Design Thinking
- Agile
- Business Analytics
- Digital Strategies
- PMP certification in process